



KIBABII UNIVERSITY – ISO 9001:2008 QUALITY MANAGEMENT

ISSUED FOR USE ON: 16/08/2016	MAIN TITLE: CUSTOMER SERVICE DELIVERY CHARTER	REF: KIBU/SGS/POL/001
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KIBABII UNIVERSITY
SCHOOL OF GRADUATE STUDIES
SERVICE DELIVERY CHARTER
(IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICE)

SERVICES OFFERED	ROOM / OFFICE	OFFICERS IN CHARGE	REQUIREMENTS	CHARGES	TIME
Providing information regarding Graduate Programmes	Administrative Assistant Office	Administrative Assistant		Free	Immediate
Management of External correspondence	Office Administrator Office	Office Administrator		Free	5 days
Management of Internal correspondence	Office Administrator Office	Office Administrator		Free	3 days
Responding to Telephone	Office Administrator Office	Office Administrator		Free	5 seconds
Processing Admissions of Graduate Applicants	Administrative Assistant Office	Administrative Assistant	Approved Minimum Admission Requirements for the Programme	Approved	2 weeks

Registration into Graduate Programme	Administrative Assistant Office	Administrative Assistant	Admission Letter	Full payment of fees	1 day
Processing of Results	Administrative Assistant Office	Dean	Consolidate Marksheet from departments and after CoD has uploaded on ERP	Free	2 weeks
Issuance of Provisional Transcripts	Administrative Assistant Office	Dean	Completion of specified academic year and results approved by SGS Board	Free	1 day
Processing of Research Proposal	Administrative Assistant Office	Dean	Memo from Faculty Graduate Committee	Free	2 weeks
Issuance of Introductory Letter for Processing Research Permit by NACOSTI	Administrative Assistant Office	Dean	Approval of the Supervisors / proposal by Senate	Free	1 Day after Senate approval
Processing of Examination Thesis	Administrative Assistant Office	Dean	Approval of Examiners by Senate	Free	1 month after Senate Approval
School Board meetings	Administrative Assistant Office	Dean	<ul style="list-style-type: none"> • University Almanac • Notice to members 	Free	Once a month per semester

Processing of Graduate Programmes	Administrative Assistant Office	Dean	Memo from School/Faculty G.S.C	Free	2 weeks
Coordinate Graduate Student Orientation	Department offering the programme	Chairman of the Department	Orientation Programme	Free	1 week
Recommendation for Award of Degrees	Administrative Assistant Office	Dean	Approval of Results by Senate	Free	1 month
Welfare of Graduate Students	Administrative Assistant Office	Dean	Issue registered	Free	Immediate
Publicity of Graduate Programmes	Administrative Assistant Office	Dean	Budget by School Board	Funded by the University	3 times a year
Graduate Seminars	Administrative Assistant Office	Dean	Staff and Graduate Students	Free	1 Seminar per semester
Publications and Disseminations of Graduate Research Findings	Administrative Assistant Office	Dean	All Theses of PhD candidates recommended for Award of Degrees	Free	1 Academic year

For Compliments or Complaints, Please report to:
 Dean, School of Graduate Studies
 P.O Box 1699-50200,
 BUNGOMA-KENYA
 Email sgs@kibu.ac.ke
 Website: <http://www.kibu.ac.ke>



Kibabii University ISO 9001:2015 Certified